TARIFF ACTION MEMO

Date: December 28, 2022

Date Filed: November 15, 2022

Statutory End Date: December 30, 2022

File No: TA175-122, TA176-126

Name of Utility: Anchorage Water and Wastewater Utility (AWWU) Subject: Change of Business Hours, Housekeeping Revisions

Recommendations

Staff recommends the Commission:

- 1. Approve Tariff Sheet Nos. 52 and 83, filed November 15, 2022, by AWWU with TA175-122, as shown on the side-by-sides attached as Appendix 1. The effective date of the tariff sheets should be December 30, 2022.
- 2. Approve Tariff Sheet Nos. 28 and 62, filed November 15, 2022, by AWWU with TA176-126, as shown on the side-by-sides attached as Appendix 2. The effective date of the tariff sheets should be December 30, 2022.

Please see attached Staff Memorandum supporting the above recommendations. Signed: Keiba Kimp

Keiba Kimp Title: Utility Tariff Analyst Commission decision regarding this recommendation: I Will Write A Date (if different I Do Not Dissenting from 12/28/22) I Concur Statement* Concur Kurber RMP for RAD Doyle RMP Pickett Sullivan $\mathcal{I}WW$ Wilson

^{*} If this column is initialed, Staff will contact the Commissioner for the statement; otherwise, the dissent will simply be noted at the close of the By Direction letter or order.

MEMORANDUM

To: Keith Kurber II, Chairman Date: December 28, 2022

Robert A. Doyle Robert M. Pickett Daniel A. Sullivan Janis W. Wilson

From: Keiba Kimp, Utility Tariff Analyst

Subject: Change of Business Hours, Housekeeping Revisions

Recommendations

Staff recommends that the Commission:

- 1. Approve Tariff Sheet Nos. 52 and 83, filed November 15, 2022, by AWWU with TA175-122, as shown on the side-by-sides attached as Appendix 1. The effective date of the tariff sheets should be December 30, 2022.
- 2. Approve Tariff Sheet Nos. 28 and 62, filed November 15, 2022, by AWWU with TA176-126, as shown on the side-by-sides attached as Appendix 2. The effective date of the tariff sheets should be December 30, 2022.

Filing

AWWU now submits TA175-122 and TA176-126, proposing to change its business hours to 8:30 a.m. to 4:30 p.m. In addition, AWWU is also proposing a textual clarification to the current emergency service phone number to include the area code, which AWWU states is now needed to make local calls. Finally, with TA175-122, AWWU proposes to correct the spelling of "Regulatory" in Regulatory Commission of Alaska in section 3.1 Adoption on Tariff Sheet No. 52. With TA175-122, AWWU filed Tariff Sheet Nos. 52 and 83. With TA176-126, AWWU filed Tariff Sheet Nos. 28 and 62. AWWU filed one supplement to respond to Staff's questions.¹

Notice

The Commission issued a public notice on November 16, 2022, with comments requested by December 16, 2022. One comment was received in response to TA175-122. Mr. Dean Reeves stated that it would make contacting AWWU more difficult as most people work during the proposed hours. Mr. Reeves suggested that better customer service would result if the utility were open later in the afternoon, after most people are off of work. Staff reviewed the comment and notes that currently AWWU's normal business hours are 8:00 a.m. to 5:00 p.m. and lobby hours are 9 a.m. to 4:00 p.m. In addition, AWWU has indicated

¹ See TR2204813, filed December 19, 2022.

² See TR2204718, filed December 12, 2022.

³ See side-by-side tariff sheets attached as Appendix 1 and Appendix 2.

that the majority of customers contact the utility during the hours of 10:00 a.m. and 4:00 p.m.⁴

Analysis/Discussion

Change of Office Hours

With TA175-122 and TA176-126, AWWU proposes to update its tariff to revise its business hours at all office locations. Specifically, AWWU proposes to change its normal business hours to 8:30 a.m. to 4:30 p.m. In its tariff advice letter, AWWU states that call logs from the last three years indicated that its slowest hour of the day for calls is between 8 a.m. to 9 a.m. and the second slowest hour is between 4 p.m. to 5 p.m. Additionally, AWWU indicates that it receives 77% of daily customer calls between the hours of 10 a.m. to 4 p.m. AWWU states that the proposed change in hours provides for more efficient opening and closing procedures and encourages customers to continue scheduling appointments for bill payment or other utility business. AWWU stated that customers can continue to utilize AWWU's website and automated phone system 24 hours a day.⁵

Staff requested AWWU to detail how the change in hours would specifically enhance execution of opening and closing procedures. AWWU indicated that the proposed change in hours would allow for the following:

- Eliminate the need for employees to start early and stay late to implement opening and closing procedures, which would reduce overtime hours.
- Enable Customer service to check the external payment box before the building is open to the public, ensuring a safer environment.
- Enable staff time to respond to increased email and website inquiries in a timely manner, complete turn off lists, and coordinate outbound final courtesy calls more efficiently.
- Permit more efficient and effective training of account representatives with fewer interruptions, which would improve the number of trained staff available to service customers during business hours and decrease hold and call handling times.
- Allow AWWU to align public counter and phone hours, which would create consistency and reduce confusion. AWWU's current tariff states that business hours are 8 a.m. to 5 p.m. and AWWU's lobby hours are 9:00 a.m. to 4:00 p.m.

In its tariff letter, AWWU states that ENSTAR Natural Gas Company (ENSTAR) has similar office hours (9 a.m. to 4:00 p.m.) to what AWWU proposes. Staff notes that on December 13, 2018, ENSTAR filed TA308-4, proposing to update Tariff Sheet No. 10 to specify that regular business hours were from 9 a.m. to 4 p.m. On January 17, 2019, the Commission issued Letter Order No. L1900049, retuning validated tariff sheets filed in TA308-4.6

Staff reviewed the regulations pertaining to electric utilities for guidance, as the regulations pertaining to water and wastewater utilities do not provide for maintaining specific office

⁴ See TA175-122 and TA176-126, at page 1.

⁵ *Ibid*.

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⁶ See TR2204813, filed December 19, 2022.

hours. 3 AAC 52.405(b) provides, in relevant part, that a utility shall maintain business office hours on a regular schedule to include at least part of each weekday, except holidays, during the time period from 8:00 a.m. to 5:00 p.m. In addition, Staff notes that the regulations regarding general arrangement and content of tariffs, at 3 AAC 48.360 through 3 AAC 48.380, do not contemplate business hours or office hours. Staff notes that ENSTAR Natural Gas Company's (ENSTAR) business hours for its lobbies are 9:00 a.m. to 4:00 p.m.⁷ Staff also notes that previously, AWWU's tariff stated that normal business hours are 8:00 a.m. to 5:00 p.m. and lobby hours are 9 a.m. to 4:00 p.m. AWWU's proposal removes the distinction of lobby hours.

Staff believes that the proposed change to office hours is reasonable because it allows for more efficient opening and closing procedures, in addition to providing available staff to ensure better customer service and reducing overtime. Although AWWU is not governed by 3 AAC 52.405(b), Staff believes that AWWU's proposed hours are consistent with regulation and other approved utility tariffs.

Housekeeping Revisions

With TA175-122, AWWU proposes to correct the spelling of "Regulatory" in Regulatory Commission of Alaska in Section 3.1 Adoption, on Tariff Sheet No. 52. With TA175-122 and TA176-126, AWWU proposes a revision to the current emergency service phone number listed in Rule 6.2, Emergency Service, to include the area code, which is now needed to make local calls.

3 AAC 48.320(e) provides that errors occurring in an effective tariff that result solely from a typographic or reproduction mistake must, upon discovery, be corrected immediately by the utility by filing revised tariff sheets. Staff reviewed the proposed revisions to Tariff Sheet Nos. 28, 52, 62, and 83 and confirmed that the errors have been corrected. Staff believes that AWWU has complied with 3 AAC 48.320(e) by filing TA175-122 and TA176-126 to correct the tariff sheets after the errors were discovered.

On July 16, 2020, the Federal Communications Commission (FCC) adopted an Order (FCC 20-100) approving the designation of 988 as the 3-digit abbreviated dialing code for the National Suicide Prevention Lifeline, requiring all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline:1-800-273-8255 (TALK). Implementation of this Order required all covered providers to make 10-digit dialing mandatory for all local calls in the entire Alaska 907 area code because 988 is assigned to customers as a working prefix. Beginning October 24, 2021, all numbers had to dial 10-digits (area code + telephone number) for all local calls.

After reviewing FCC 20-100, Staff believes that AWWU has complied with the order by correcting Tariff Sheet Nos. 62 and 83.

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⁷ See ENSTAR Tariff Sheet No. 10, effective January 28, 2019.

Tariff Sheets

Staff reviewed Tariff Sheet Nos. 52 and 83 filed with TA175-122, and Tariff Sheet Nos. 28 and 62, filed with TA176-126. Staff verified that the tariff sheets accurately reflect the proposed changes, and the tariff sheets are correct.

Conclusion

With TA175-122 and TA176-126, AWWU proposes tariff revisions to change its business hours to 8:30 a.m. to 4:30 p.m. and make housekeeping revisions. Based on the discussion above, Staff recommends the Commission:

- 1. Approve Tariff Sheet Nos. 52 and 83, filed November 15, 2022, by AWWU with TA175-122. The effective date of the tariff sheets should be December 30, 2022.
- 2. Approve Tariff Sheet Nos. 28 and 62, filed November 15, 2022, by AWWU with TA176-126. The effective date of the tariff sheets should be December 30, 2022.

Signature: Keith Kurber //
Keith Kurber II (Dec 28, 2022 08:38 AKST)

Email: keith.kurber@alaska.gov

Signature: West M Putel

Email: bob.pickett@alaska.gov

Signature: Daniel Sullivan

Daniel Sullivan (Dec 28, 2022 10:01 AKST)

Email: daniel.sullivan@alaska.gov

Signature: <u>Janis W. Wilson</u>

Janis W. Wilson (Dec 28, 2022 10:16 AKST)

Email: janis.wilson@alaska.gov

RCA No.	122	First Revision	Sheet No	52	RECEIV	ED
	Cancelling	Original	Sheet No	52	JUNE 03 2	SKA
	A	nchorage Water Uti	ility		REGULATORY COMMISSI	ON OF ALA
.0 SCOF	PE OF RULES	S AND REGULATIO	NS NS			
3.1	accordance (AMC) 26.1 Copies of inspection of 632 West 6 3000 Arctic	nas been filed with the with Alaska Statute 0.035 and 26.40.010. This tariff shall be turing normal busines the Avenue, Anchorage Boulevard,	filed with, residuals hours, at the Alaska, and ge, Alaska 99:	naintained a e office of th I at the main 503-3898. N		(C)
3.2	to 4:00 p.m Suite 300, A	. A copy also shall anchorage, Alaska, 99	be on file at 9501.	the RCA at	701 W. 8 th Avenue,	(C)
	otherwise ir in full forcaccordance	a special contract ap	oproved by the superseded, no ion of this tar	e RCA. This nodified or iff is ruled vo		
3.3	or employee amend this omission by	hall apply uniformly to e of the Utility or the tariff without first ob	Municipality staining the ap- cing any prov	may waive, oproval of the ision of this	ity. No officer, agent abandon, change or e RCA. No delay or tariff shall waive the on hereof.	
Tariff Advi	ce No.	TA171-122		Effective:	July 1, 2021	
Issued by	And	chorage Water Utility	,			
Ву	A-			Title:	General Manager	

Mark A. Corsentino, P.E.

R	CA No.	122	Second Revision	Sheet No.	52	ARIFF SECTION	24
		Cancelling	First Revision	Sheet No.	_52	RECEIVE NOV 15 2022	- 1
		A	nchorage Water Utili	ity		RCA	
3.0	SCO	PE OF RULES	S AND REGULATION	<u>NS</u>		<u> </u>	
	3.1	ADOPTION	1				
		accordance	has been filed with the with Alaska Statute 4.0.035 and 26.40.010.				(T)
		inspection d 632 West 6 3000 Arctic are Monday copy also s	this tariff shall be fi uring normal business h Avenue, Anchorage, Boulevard, Anchorage through Friday exclusionall be on file at the Alaska, 99501.	hours, at the Alaska, and e, Alaska 9950 ding holidays	office of the at the main of 03-3898. Not from 8:30 a.	Municipal Clerk at office of AWWU at rmal business hours m. to 4:30 p.m. A	(C)
	3.2	EFFECT OF	TARIFF				
		otherwise in in full forc accordance	services and facilities a special contract appear and effect until su with law. If a provision or of this tariff, nonether	proved by the perseded, mo of this tarif	RCA. This to odified or ot if is ruled voice	tariff shall continue therwise altered in d or unenforceable,	
	3.3	WAIVER O	F TARIFF				
		or employee amend this to omission by	nall apply uniformly to of the Utility or the ariff without first obta the Utility in enforcin to enforce that provis	Municipality aining the apping any provis	may waive, a proval of the ion of this ta	abandon, change or RCA. No delay or riff shall waive the	

Tariff Advice No. TA175-122 Effective:

Issued by Anchorage Water Utility

y ______ Title: __

Appendix 1 TA175-122 Page 1 of 2

General Manager

RCA No.	122	Original	Sheet No83	RECEIVED
	Cancelling	_	Sheet No.	APR 1' 2 2010
	Δ	nchorage Water	<u>I</u> Itility	STATE OF ALASKA REGULATORY COMMISSION OF ALA
6.0 SEI				
0.0 <u>SEI</u>	RVICE CONDI	110N3		
6.1	SCHEDULIN	NG OF SERVICE		
	employee to turning wa	o come to the cu ter on or off, i ot less than twenty	appointment for Utility service stomer's premises (including nspections, locates, troublest y-four (24) hours in advance, e	without limitation:
6.2	EMERGENC	Y SERVICE		
	service. A number listo 2762. Eme Dispatch fe 13.1, Rate S	customer may red under general is ergency call out se whenever Utilitiechedule No. 1 – F	-four (24) hour emergency to equest emergency service by information in a local telephor ervice is subject to an Emerg ty personnel are dispatched a ees and Special Charges – Non	calling the Utility ne directory or 564- gency Field Service s provided in Rule
6.3	ACCESS TO	O PREMISES REC	QUIRED *	
	customer's records exa determine co Anchorage N up on a cus	premises at all rea mination. The ompliance with the Municipal Code re	operly identified Utility empl sonable hours for inspection, sa Utility may inspect a custo e requirements of this tariff ar lated to the Utility's service. devices that are necessary for ring or metering.	ampling, testing or omer's facilities to nd provisions of the The Utility may set
Tariff Ad	vice No.	TA130-122	Effective:	August 5, 2010
Issued by	A	nchorage Water U	Itility	
Ву	Mar	Humo k Premo, P.E.	Title:	General Manager

RCA No.	Cancelling	First Revision Original	Sheet No.		RECEIVE NOV 1: 2022	D
	A	nchorage Water Uti	lity		RCA	
6.0 <u>SER</u>	VICE CONDI	TIONS				
6.1	SCHEDULIN	IG OF SERVICE				
	employee to turning wat	shall schedule an app come to the custo er on or off, insp t less than twenty-fo	mer's premise ections, locat	s (including es, troublesh	without limitation: nooting and meter	
6.2	EMERGENC'	Y SERVICE				
	service. A number liste 564-2762. I Dispatch fee	provides twenty-for customer may requ d under general info Emergency call out so whenever Utility I chedule No. 1 – Fees	est emergency rmation in a lo ervice is subjec- personnel are	y service by ocal telephone of to an Emery dispatched as	calling the Utility e directory or (907) gency Field Service s provided in Rule	(T)
6.3	ACCESS TO	PREMISES REQU	IRED			
	customer's precords exa determine conduction and a customer and a customer and a customer and a customer and a customer's precords and a customer's	shall permit prope premises at all reason mination. The Ut ompliance with the r Municipal Code relat tomer's property de compliance monitorin	nable hours for ility may inspequirements of ed to the Utility vices that are	r inspection, s pect a custo f this tariff an y's service. necessary for	sampling, testing or mer's facilities to ad provisions of the The Utility may set	
Tariff Adv	ice No.	TA175-122		Effective:		

Anchorage Water Utility

Mark A. Corsentino, P.E.

Issued by

Appendix 1 TA175-122 Page 2of 2

General Manager

Title:

RCA No.	-	First Revision	Sheet No	28	RECEIVED)			
	Cancelling	Original	Sheet No	28	JUNE 03 202: STATE OF ALASKA	1			
	Ancl	horage Wastewater	Utility		REGULATORY COMMISSION O	F ALASKA			
3.0 <u>SC</u>	OPE OF RULE	S AND REGULATION	ONS						
3.1	ADOPTION								
This tariff has been filed with the Regulatory Commission of Alaska (RCA) in accordance with Alaska Statue 42.05.361 and the Anchorage Municipal Code (AMC) 26.10.035 and 26.40.010.									
	Copies of this tariff shall be filed with, maintained, and open for public inspection during normal business hours, at the office of the Municipal Clerk at 632 W. 6th Avenue and at the main office of AWWU at 3000 Arctic Boulevard, Anchorage, Alaska 99503-3898. Normal business hours are Monday through Friday 8:00 a.m. to 5:00 p.m., with lobby hours of 9:00 a.m. to 4:00 p.m. A copy also shall be on file at (C) the RCA, 701 West Eight Avenue, Suite 300, Anchorage, Alaska 99501.								
3.2	EFFECT OF	TARIFF							
	otherwise in a force and effe law. If provisi	special contract appoint contract appoint until superseded,	roved by the modified, or ruled void o	RCA. This ta otherwise alt r unenforceal	iff, except as provided riff shall continue in full ered in accordance with ole, the remainder of the				
3.3	WAIVER OF	TARIFF							
	employee of t this tariff with the Utility in	the Utility or the Mu nout first obtaining th	nicipality ma se approval o sion of this ta	y waive, aba f the RCA. I ariff shall wa	ity. No officer, agent or ndon, change, or amend No delay or omission by ive the Utility's right to				
Tariff Ad	vice No.	TA171-126		Effective:	July 1, 2021				
Issued by	And	chorage Wastewater U	Jtility						
Ву	Mark A.	. Corsentino, P.E.		Title:	General Manager	_			

RCA No.	126 Cancelling	Second Revision	_ Sheet No.	_28	RECEIVED	\
	cancening	First Revision	_ Sheet No.	_28	NOV 15 2022	
	Ancl	orage Wastewater Ut	tility		RCA	
3.0 <u>SC</u>	OPE OF RULE	S AND REGULATION	<u>NS</u>			
3.1	ADOPTION					
		th Alaska Statue 42.05			of Alaska (RCA) in Municipal Code (AMC)	
	during norma Avenue and a Alaska 99503 holidays from	I business hours, at that the main office of A	e office of the AWWU at 3 ss hours are at 1. A copy al	the Municipa 3000 Arctic E Monday thro so shall be or	n for public inspection I Clerk at 632 W. 6th Boulevard, Anchorage, ough Friday excluding In file at the RCA, 701	(C (C
3.2	EFFECT OF T	ARIFF				
	otherwise in a force and effe law. If provisi	special contract approved until superseded, me	ved by the R odified, or o iled void or	CA. This taris therwise alter unenforceable	f, except as provided ff shall continue in full red in accordance with e, the remainder of the	
3.3	WAIVER OF	TARIFF				
	employee of t this tariff with the Utility in	he Utility or the Munic out first obtaining the	cipality may approval of on of this tar	waive, aband the RCA. No iff shall waiv	y. No officer, agent or don, change, or amend o delay or omission by the the Utility's right to	

Effective:

Title: _

TA176-126

Anchorage Wastewater Utility

Mark A. Corsentino, P.E.

Tariff Advice No.

Appendix 2 TA176-126 Page 1 of 2

General Manager

RCA No.	126	Original	Sheet No62	RECEIVED
	Cancelling		Sheet No	AFR 1 2 2010
	Anc	norage Wastewat	ter Utility	
6.0 <u>SEF</u>	RVICE CONDI	TIONS		
6.1	SCHEDULIN	G OF SERVICE		
	employee to o	ome to the custor	appointment for Utility ser- mer's premises (including wi ocates, troubleshooting and idvance, excluding weekends	thout limitation: turning meter readings) not less
6.2	EMERGENC	Y SERVICE		
	customer may general inforr service is sul personnel are	request emergen nation in a local to bject to an Emer	or (24) hour emergency turn- cicy service by calling the Uti- elephone directory or 564-27 gency Field Service Dispate ovided in Rule 13.1, Rate Sci	ility number listed under 762. Emergency call out ch fee whenever Utility
6.3	ACCESS TO	PREMISES REQ	UIRED	
	compliance wallow properly reasonable he examination. devices as a	ith the requirement of identified employers for the pur The Utility shall	user's monitoring or other nts of the Anchorage Municip oyees of the Utility to enter poses of inspection, sampl have the right to set up on conduct sampling, testing, rations.	pal Code. The user shall upon the premises at all ling, testing or records the user's property such
Tariff Adv	ice No.	TA128-126	Effective:	August 5, 2010
Issued by	And	horage Wastewate	er Utility	
Ву	Mar	Premo, P.E.	Title:	General Manager

RCA No.	126 Cancelling	First Revision Original horage Wastewater	Sheet No	52	RECEIVED NOV 15 2022 RCA	
6.0 S	ERVICE CON					
6.1	SCHEDULIN	NG OF SERVICE				
	employee to o	come to the customer	's premises (inclus, troubleshooting	uding without and meter	tes requiring a Utility out limitation: turning readings) not less than lidays.	
6.2	EMERGENC	Y SERVICE				
	customer may general inform out service is personnel are	y request emergency s nation in a local teleph subject to an Emerge	service by calling hone directory or ency Field Service	g the Utilit (907) 564- ce Dispatch	or turn-off service. A y number listed under 2762. Emergency call n fee whenever Utility dule No. 1 – Fees and	(T)
6.3	ACCESS TO	PREMISES REQUIR	RED			
	with the requi identified employed for the purpos shall have the	rements of the Anchor ployees of the Utility ses of inspection, sam e right to set up on the	rage Municipal Co to enter upon the pling, testing or e user's property	ode. The use premises a records exa such device	determine compliance ter shall allow properly at all reasonable hours mination. The Utility tes as are necessary to ring and/or metering	
Tariff Advi No.	ce	TA176-126	Eff	fective:		

Anchorage Wastewater Utility

Mark A. Corsentino, P.E.

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Appendix 2 TA176-126 Page 2 of 2

General Manager

Title: